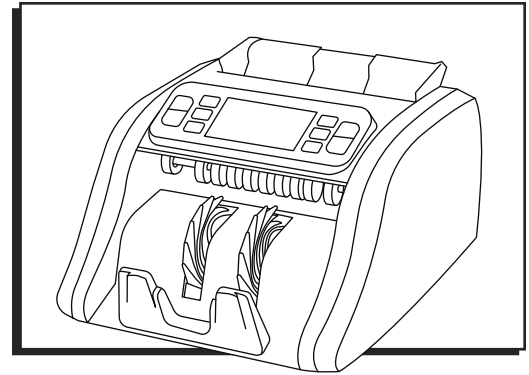


**ULINE** H-12857  
**MIXED BILL COUNTER**

1-800-295-5510  
 uline.com



**TROUBLESHOOTING**

OPERATING ISSUE	CAUSES	RECOMMENDATIONS
Bills jammed.	Jam inside machine.	1. Turn off the machine. 2. Remove jammed bills by lifting the front cover and turning rollers or wheels manually if necessary. 3. Look for foreign objects inside the machine (paper clips, rubber bands, etc.). Remove objects. 4. Close front cover and turn machine on and restart counting.
Machine fails to detect counterfeit notes.	UV sensor may have collected dust. Magnetic sensors may need cleaning.	Clean the UV sensor using compressed air or a soft brush. Run a currency cleaning card (not included) through the machine to clean the magnetic sensors.
Inaccurate counting; recurrent "Chn" or "dbl" errors.	If bills are brand new, feeding gap may be too wide. Rubber rollers and rubber may may have worn down, increasing the feed gap.	Narrow feed gap. 1. Turn feed gap adjustment screws counterclockwise and retry counting. 2. Repeat procedure until gap is properly adjusted.

## TROUBLESHOOTING CONTINUED

### ERROR CODES

ERROR CODE	CAUSES	RECOMMENDATIONS
<i>E1</i>	UV sensor error.	Remove bills and clean the UV sensor.
<i>E2</i>	Double note error.	If errors occur frequently, adjust the screw clockwise to decrease the feed gap.
<i>E3</i>	Chain note error.	
<i>E4</i>	Slanted note error.	Adjust the bill guides equally from both the left and right sides.
<i>E8</i>	Recognition timeout.	Remove the bills and count again.
<i>E11</i>	Incorrect denomination.	The unit is in sorting mode and has detected multiple banknote denominations. Remove the top bill from the stacker.
<i>E12</i>	Image error.	Remove the top bill from the stacker. Clean the IR sensor or perform the calibration.
<i>E13</i>	Orientation recognition error.	
<i>E20</i>	Metal thread error.	Remove the top bill from the stacker. Clean the MG sensors.
<i>E21</i>	Magnetic error.	

